

## **CUSTOMER SATISFACTION HIGH AMONG ELECTRONIC FILERS**

WASHINGTON B Taxpayers who transmit their tax returns electronically give high marks to the Internal Revenue Service's electronic filing programs, according to the results of a new governmentwide survey. The American Customer Satisfaction Index (ACSI), sponsored by the President=s Management Council, shows customer satisfaction scores for IRS e-file exceed those for both the government and retail sectors and rival those of the financial services sector.

The IRS was one of 30 federal departments, offices and agencies participating in the survey of customer satisfaction. These agencies serve 90% of federal government customers.

For electronic tax return filers, the overall ACSI customer satisfaction index is 74. This surpasses the rating among paper return filers and compares with a governmentwide satisfaction rating of 68.6. In addition, 78% of customers with electronic filing experience say they are more satisfied now than two years ago.

AThe convenience, safety and reliability of electronic filing are reflected in the high customer satisfaction rating,@ said Robert E. Barr, Assistant Commissioner for Electronic Tax Administration (ETA). AE-filing is truly the wave of the future.@

The IRS survey sampling was drawn from individuals who electronically filed 1998 income tax returns, either through a practitioner, over the telephone (TeleFile) or via a personal computer. The respondents were asked about the accessibility and clarity of information available on electronic filing, the process of filing electronically and customer service.

Nearly 30 million returns, or 23%, were filed electronically in 1999. By 2007, IRS has the goal of transacting electronically with 80% of its customers.

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The survey results will come as no surprise to the taxpayers who already enjoy the many benefits of electronic filing:

It's the fastest way to get refunds. Refunds are received in half the time B even faster with Direct Deposit.

Its accuracy rate of over 99% reduces the chance of getting an error notice from the IRS.

It provides an IRS acknowledgment that the return has been accepted within 48 hours.

It provides privacy and security.

It allows taxpayers in 35 states and the District of Columbia to file their Federal and state tax returns simultaneously.

"Taxpayers are our customers and we try to provide them with the highest quality e-file products and services," said Barr.

ETA=s mission is to revolutionize how taxpayers transact and communicate with the IRS. Working in conjunction with both the private and public sectors, the IRS is trying to acquire a better understanding of the needs of its customers in order to provide e-file products and services that the public will use.

Achieving a high level of customer satisfaction for both individuals and businesses is one of the IRS's long term goals for the e-file program. The IRS's goals and plans for the future can be found in AElectronic Tax Administration -- A Strategy for Growth,@ available on the IRS Web site ([www.irs.gov/elec\\_svc](http://www.irs.gov/elec_svc)).

For additional results from the governmentwide customer satisfaction index, visit the National Partnership for Reinventing Government=s Web site at [www.npr.gov](http://www.npr.gov).

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